

OFFICE OF THE COLLECTOR

Fiscal Year 2004

The Collector's Office continues to work the Central Service Counter in addition to the normal work load of billing and collecting real estate and personal property taxes, water and sewer bills, ambulance bills, refuse bills and motor vehicle excise bills. This office also handles parking permits and parking tickets.

The number of Certificates of Municipal Liens issued in FY 04 was 882, generating \$22,050 in revenue. This is 421 fewer than the number of Certificates issued in FY 03.

The "marking for non-renewal of license and/or registration" at the Registry of Motor Vehicles continues to be a useful collection tool. Both Motor Vehicle Excise bills and parking tickets can result in being marked for non-renewal when significantly delinquent. The Town contracts with Arthur Jones and Associates in Easthampton for help with this service.

Parking issues constitute a large part of this office's work load. There were 31,026 parking tickets issued; 831 parking tickets were subsequently appealed and voided. Revenue generated in FY 04 from the collection of parking tickets totaled \$230,248 for violations and \$65,185 for late fines. Parking permits were sold at the Central Service Counter, generating \$21,410. Reserved spaces in the Boltwood Parking Garage yielded \$14,280. Other revenues collected for parking were meter coin receipts totaling \$325,265, Smart Card receipts of \$1,180, and "boot" fees of \$525.

We have several process improvements planned for the coming year. We plan to move the management and tracking of parking permits to our central financial database. This will streamline our inquiry and payment entry functions, and integrate our receivables. We also plan to expand the acceptable payment options to include more electronic choices in the rapidly expanding menu of payment methods. Security, privacy and error prevention are large factors for us, instilling a healthy hesitancy here in Town Hall. In conjunction with the Treasurer's Office, direct debit is currently offered as a paperless bill payment option.

I would like to thank the many people who have welcomed me to Amherst since I began as Collector in mid-May, and look forward to meeting many more of you in the coming year. I will also take this opportunity to acknowledge the fine work of the staff in the Collections and Central Services Department.

Of special note this year is the move of Holly Bowser to Accounting, where our loss is softened by her continued fine service to the Town in her new position.

The semi-retirement and eventual full retirement of Norma Lynch has left a large gap here in Finance and particularly in Collections. She is certainly missed.

Respectfully submitted,

A handwritten signature in cursive script, reading "Claire McGinnis", followed by a long horizontal flourish.

Claire McGinnis
Town Collector

COLLECTOR'S FISCAL YEAR 2004 TOWN REPORT							
	TAX RATE	UNCOLLECTED BALANCE JULY 1,2003	COMMITMENTS	LESS ABATEMENTS & TRANSFERS	LESS TRANSFERS TO TAX TITLE- DEFERRED TAX	LESS COLLECTIONS	UNCOLLECTED BALANCE JUNE 30,2004
REAL ESTATE							
FY 98	19.20	\$311					\$311
FY 99	19.98	\$1,189					1,189
FY 00	19.67	\$1,170					1,170
FY 01	19.66	\$4,020				4,020	(0)
FY 02	19.00	\$22,425				17,418	5,007
FY 03	17.11	\$327,300		73,292	88,199	137,382	28,427
FY 04	17.40	11,797,693	13,147,873	119,658	69,093	24,421,350	335,464
		\$12,154,107	\$13,147,873	\$192,950	\$157,292	\$24,580,170	\$371,568
OTHER REAL ESTATE							
TAX TYPES							
Supplemental Taxes		\$0	\$62,099	\$3,422		\$48,838	\$9,839
Rollback Taxes		0	20,260			20,260	0
ProForma/ProRata		0	4,190			3,143	1,048
		\$0	\$86,550	\$3,422	\$0	\$72,241	\$10,887
PERSONAL PROPERTY							
FY 99	19.98	\$251	\$0	\$0	\$0	\$0	\$251
FY 00	19.67	3,402					3,402
FY 01	19.66	2,172					2,172
FY 02	19.00	879		467		29	384
FY 03	17.11	9,966		275		8,584	1,108
FY 04	17.40	403,622	344,439	1,577		738,405	8,080
		\$ 420,293	\$ 344,439	\$ 2,319	\$ -	\$ 747,017	\$ 15,396
MOTOR VEHICLE EXCISE							
FY 97	25.00	\$20,814		\$20,503		\$311	\$0
FY 98	25.00	21,590		159		361	21,070
FY 99	25.00	23,006				1,486	21,520
FY 00	25.00	25,605		42		1,772	23,791
FY 01	25.00	27,802		134		3,730	23,937
FY 02	25.00	35,925	9,389	4,827		15,769	24,719
FY 03	25.00	114,221	250,950	36,505		296,736	31,929
FY 04	25.00		1,385,226	120,064		1,183,627	81,536
PRIOR YEARS		0	0	0	0	1,606	0
		\$268,962	\$1,645,566	\$182,233	\$0	\$1,505,399	\$228,501
WATER							
RATES		\$524,474	\$2,946,366	\$67,688		\$2,944,883	\$458,270
LIENS		7,556	59,801	5,168		59,125	3,064
		\$532,030	\$3,006,167	\$72,855	\$0	\$3,004,009	\$461,333
SEWER							
RATES		\$487,964	\$2,456,434	\$56,880		\$2,490,207	\$397,311
LIENS		7,391	54,144	4,864		51,905	4,766
		\$495,355	\$2,510,578	\$61,744	\$0	\$2,542,112	\$402,077
AMBULANCE							
		\$572,547	\$1,529,638	\$490,509		\$1,013,266	\$598,410
Collected after abate		0					0
		\$572,547	\$1,529,638	\$490,509	\$0	\$1,013,266	\$598,410
COMM. LANDFILL REFUSE LIENS							
		\$15,758	\$123,831	\$8,746		\$126,269	\$4,574
		0	237			237	0
		\$15,758	\$124,067	\$8,746	\$0	\$126,506	\$4,574
PARKING FINES							
		\$167,520	\$202,420	\$11,375		\$168,515	\$190,050
Collected after abate		0					0
		\$167,520	\$202,420	\$11,375	\$0		\$190,050
COMMUNITY							
PRES. ACT							
FY 02		\$45				\$34	\$11
FY03		2,338		1,310		986	42
FY04		71,947	82,157	1,000	434	150,862	1,808
		\$74,329	\$82,157	\$2,310	\$434	\$151,881	\$1,861